

The City of Pickering is committed to creating an equitable, diverse and inclusive workplace and strives to foster a sense of belonging, empowerment and respect among all employees and community members. We recognize and value that diverse perspectives, skills, backgrounds, and lived experiences contribute to the growth and strength of our organization and community. As such, we welcome and encourage applications from Indigenous Peoples and equity-deserving communities including women, persons with disabilities, racialized persons, persons who identify as 2SLGBTQI+, and other diverse communities.

Manager, Corporate Applications & Business Solutions

Department:	Corporate Services
Classification:	1 Full-time, Permanent
Affiliation:	Non-Union
Vacancy Reason:	New
Shift/Hours:	Monday – Friday, 35 hours per week
Salary Range:	\$129,438.40 - \$143,470.60 annually (2024 rates of pay)
Work Location:	Fire Hall 5, 1616 Bayly Street, Pickering, ON, L1W 3N2 (Hybrid Remote)
Date Posted:	Friday, May 2, 2025
Deadline to Apply:	Friday, May 16, 2025 by 12:00 noon

Job Summary

The City of Pickering is seeking a dedicated and motivated individual to join our team in the role of Manager, Corporate Applications & Business Solutions.

The successful incumbent is responsible for strategic oversight of the full lifecycle of corporate application solutions, from inception to retirement. This includes managing all stages of the business solution lifecycle: Research and recommendation, design and integration, risk assessment and security, testing and quality assurance, deployment and maintenance, and archiving and retirement. The role ensures that corporate applications and solutions align with corporate priorities, mitigate risks, and drive operational efficiency.

This role plays a key part in project portfolio management and provides guidance to cross-functional teams on corporate initiatives. Additionally, the Manager oversees vendor relationships, procurement activities, and integration enhancements, ensuring optimal support and alignment with corporate policies and procedures.

By maintaining a comprehensive Integrative Technology (IT) Service Catalog and monitoring key performance indicators, the Manager drives innovation, reduces operational risks, and supports business transformation initiatives. The Manager serves as a critical enabler of the Corporation's goals through optimized technology and innovation services.

Primary Responsibilities

- Leads a multidisciplinary team (application development, support staff and GIS) responsible for the planning, implementation, administration, and continuous improvement of business solutions. This includes business intelligence, data management, systems integration, application security, cloud applications, and digital solutions.
- Manages the lifecycle of corporate applications and business solutions, including upgrades, implementations, patching, and security management. Provides second and third-level support for complex issues.
- Leads organizational change management initiatives to support the adoption of new technologies and business solutions.
- Oversees the evaluation, selection, and implementation of vendor products and services in alignment with the Corporation's business needs.
- Collaborates with departments, business application owners and users, and IT stakeholders to evaluate business needs and deliver solutions.
- Collaborates with Division staff to align business solutions with needs, develop and maintain policies, procedures, and best practices.
- Analyzes the performance of corporate applications and business solutions to ensure optimal functionality, adherence to standards, and alignment with the Corporation's goals.

- Ensures the functional, security, and technical operations of each managed application aligns with business requirements. Identifies gaps and develops and executes plans to resolve them effectively.
- Develops, monitors, and reports on key performance indicators (KPIs) to track progress and identify opportunities for corporate growth.

Additional secondary responsibilities may apply and will be outlined in the Job Description, which will be provided to candidates selected for an interview.

Education and Experience

- Bachelor's Degree in Business Administration, Computer Science, Information Technology, or a related field.
- Microsoft Dynamics 365 Fundamentals CRM or ERP Certification.
- Microsoft Dynamics 365 Customer Service Functional Consultant or Contact Center Certification.

Knowledge, Skills and Abilities

- Seven years of relevant experience in IT or Business Solutions Management, with at least three years in a leadership or managerial role. Experience needs to include vendor management, product evaluation, contract negotiation and managing third-party relationships.
- Experience with Scaled Agile Framework (SAFe), COBIT 2019, or ITIL 4.
- Demonstrated ability to manage cross-functional teams responsible for application development, system integration, and support functions.
- Demonstrable experience with leading business solutions, CRM, customer service, integrations and transformation.
- Proven experience in managing business solutions portfolios, from implementation to retirement, ensuring the alignment of technology with business goals.
- Strong project management skills with experience in the software development lifecycle (SDLC), agile methodologies, and managing cross-functional teams.
- Strong understanding of Dynamics 365 architecture, security, and integration points with Active Directory, Azure, and third-party systems.
- Demonstrable in-depth knowledge of:
 - Process optimization, or continuous improvement practices to ensure business solutions are aligned with operational efficiency goals.
 - Cloud service providers ((e.g., Microsoft Azure, AWS) and how to manage cloud-based business solutions.
 - Software architecture, including cloud and on-premise solutions, enterprise systems, and integration methodologies.
 - Familiarity with Dataverse, Common Data Model (CDM), and API integrations.
 - Current and emerging technologies to anticipate future needs and drive innovation within the organization.
- Strong problem-solving skills to address technical and operational issues, conduct root cause analysis, and develop strategies for risk mitigation. Strong cross-functional problem-solving, ensuring solutions meet departmental needs while aligning with overall business objectives.
- Demonstrated ability to quickly assess a situation, determine the most effective course of action, and implement solutions that minimize disruption and protect business operations.
- Excellent verbal and written communication skills to effectively interact with technical teams, business stakeholders, and vendors.
- Must be prepared to undergo a Criminal Reference Check as a condition of employment.

Compensation also includes the ability to work a hybrid remote schedule, a comprehensive benefits package, and an OMERS pension plan.

Qualified candidates may complete an **online application form** where you will be required to upload your resume and cover letter (PDFs only). We thank all applicants for their interest, however, only those selected for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and is used for the purpose of candidate selection.

The City of Pickering is committed to inclusive and barrier-free employment practices, and to creating a workplace that reflects and supports the diversity of the community we serve. Accommodations are available throughout the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act*. Accessible formats and supports can be requested. For assistance, please contact the Human Resources Department at 905.420.4627 or hr@pickering.ca.

Pickering: A complete, world-class city... inclusive, connected, caring and prosperous.

